

## **Procedure**

**Complaints, Compliments, Comments and Feedback,  
Appeals**

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<b>Business unit</b>	Southern Cross Housing Ltd
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## 1. Purpose

Tenants, their families, advocates, neighbours, representatives or members of the community are encouraged to let us know if we can improve our services. Southern Cross Housing (SCH) takes feedback seriously and gives us the opportunity to improve.

To provide staff, Tenants, neighbours and potential tenants of SCH direction regarding the effective management and timely resolution of feedback and complaints from Tenants, their families, advocates or representatives or members of the community. This Procedure also covers the receipt of compliments, comments and feedback and appeals process.

Our management and staff respect the right of Tenants, neighbours, their advocates, representatives or members of the community to provide feedback, complain or make a compliment about the standard of services provided by SCH. We are committed to fair, equitable and timely resolution of feedback and complaints as described in this Procedure and related documents, and the appeal process.

## 2. Scope

This Procedure covers Tenants, their families, neighbours, advocates and representatives, visitors, staff, volunteers, potential Clients of our services, and the SCH Board.

Internal staff complaints and related human resource matters will be referred to the relevant individual Manager for management, by our in-house Human Resource Employee Grievance Policy.

### 3. Roles and Responsibilities

Role	Responsibilities
CEO, Head of Retirement Villages and Community Housing	<ul style="list-style-type: none"> <li>• Management and oversight of all client feedback and requests in line with the complaints and feedback policy and procedures relevant to SCH and legislation;</li> </ul>
Senior Managers	<ul style="list-style-type: none"> <li>• Review, approve and support all Tenants rights to access information, ensure all Tenants’ feedback and requests are actioned in line with all relevant legislation and business policies</li> </ul>
Property Managers	<ul style="list-style-type: none"> <li>• Management of properties within portfolio, both owned and managed. Includes but not limited to allocation, income and asset assessment, suitability of property (fit), location, tenancy management etc.</li> </ul>

### 4. Steps

#### 4.1 Complaints

- All complaints regarding the services provided to SCH’s tenants should be brought to the attention of the Property Manager concerned in the first instance.
- A complaint form must be completed and lodged with the Property Manager.
- The Property Manager will respond within two working days or will send a letter of acknowledgement explaining if more time is required to look into a complaint.
- If the matter is not resolved, the complaint will be referred to the Senior Property Manager, SCH, who will acknowledge receipt of the complaint and will undertake to respond within five working days.
- A progress report will be sent if more time is required.
- If the matter is not resolved, the complaint will be referred to the Head of Retirement Villages and Community Housing, who will acknowledge receipt of the complaint and will undertake to respond within five working days with a decision or referral to an external mediation body.
- A Tenant may appeal any decision within 15 days of a decision, the CEO will review and assess the original decision. In a case where the CEO is the original decision maker, the review will be conducted by the SCH Board.
- All records are kept confidential and up to date.
- At any point in the process, the complainant may seek advice from The Department of Commerce, Consumer Protection Division or the Tenant’s Advice Service.
- Complaints can also be referred to the Magistrate’s Court in the manner prescribed in Part III, section 12 of the Residential Tenancies Act 1987. (See also the Residential Tenancy Agreement, page 19).
- Feedback, compliments and complaints to be created online.

## 5. Related Legislation and Standards

Legislation / Standard	
National Community Housing Standards Manual Third Edition – May 2010	Standard 3.6
Age Discrimination Act 2004 (Cth)	Residential Tenancy Act 1987 (WA)
Residential Tenancy Agreement (Part B. 52.)	Workers' Compensation and Injury Management Act 1981 (WA)
Privacy Act 1988 (Cth)	Mental Health Act 2014 (WA)
Occupational Safety and Health Regulations 1996 (WA)	Occupational Safety and Health Act 1984 (WA)
Surveillance Devices Act 2004 (Cth)	Disability Discrimination Act 1992 (Cth)
Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)	Disability Services Act 1993
Australian Human Rights Commission Act 1986 (Cth)	Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)	Western Australia Equal Opportunity Act 1984 (WA)
National Community Housing Standards	1:2
Residential Tenancies Act WA 1987	Part IV, Division 1A, 27A
Residential Tenancy Agreement	Form 1AA

## 6. Supporting Procedures, Policies and Other Documents

Document Title	
SCH – Code of Conduct Policy	
SCH Policy – Seniors Housing Security	
SCH – Continuous Improvement Policy	
SCH – Whistleblowing Policy	
SCH – Employee Grievance Policy	
SCH – Complaints Procedure (New Tenant Pack)	
SCH – Tenant's Complaint Form (New Tenant pack)	
SCH – Tenant Feedback Annual Survey	

## 7. Records Information

Policies, procedures, forms and received written feedback and complaints will be retained, managed and acted on by the Property Managers and for access by all SCH staff. .

## 8. Feedback

Feedback on this policy must be directed to the Document Owner outlined in the cover of this policy. The Document Owner is responsible for maintaining the currency of this document.

## 9. Definitions

Term	Definition
Complaint	"A statement identifying something is unsatisfactory or unacceptable." A 'gap' in service
Feedback/Comments	Information about reactions to a product or service, a person's performance of a task, etc. which is used as a basis for improvement.
Compliment	Notification of a positive interaction or service
Timely manner	Initial response within five (5) business days; earlier if possible and resolution no later than 30 days
Cooperative	Active involvement of complainant
Organisation	Refers to the company's entire portfolio of managed properties and assets, Southern Cross Housing Ltd.